

CENTRAL SERVICES COMPLAINTS MONITORING REPORT

QUARTER 1 - April to June 2009

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears**)

Acknowledgement Times – the number of complaints received in the reporting period and the percentage acknowledged within 2 working days with explanation if the target was not achieved.

% Acknowledged within 2 working days			
Total No of Stage 1 complaints received	% Acknowledged within target time	Target	Reason for Variance
1	100%	100%	N/A

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

% Responded to within 20 working days			
Total No of Stage 1 complaints received	% Responded to within target time	Target	Reason for Variance
1	0%	85%	One request required the input of more than one service to respond fully which delayed the reply

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Number of Complaints Progressed	Number	% Acknowledged within 2 working days (Target 100%)	% Responded to within 20 working days (Target 85%)	Reason for Variance
Stage 2	0	N/A	N/A	N/A
Ombudsman	0	N/A		

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
No complaints were upheld/part upheld				

CENTRAL SERVICES COMPLAINTS MONITORING REPORT

QUARTER 2 - July to September 2009

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears**)

Acknowledgement Times – the number of complaints received in the reporting period and the percentage acknowledged within 2 working days with explanation if the target was not achieved.

% Acknowledged within 2 working days			
Total No of Stage 1 complaints received	% Acknowledged within target time	Target	Reason for Variance
1	100%	100%	N/A

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

% Responded to within 20 working days			
Total No of Stage 1 complaints received	% Responded to within target time	Target	Reason for Variance
1	100%	85%	

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Number of Complaints Progressed	Number	% Acknowledged within 2 working days (Target 100%)	% Responded to within 20 working days (Target 85%)	Reason for Variance
Stage 2	2	100%	50%	One request required the input of more than one service to respond fully which delayed the reply
Ombudsman	0	N/A		

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
No complaints were upheld/part upheld				